

SOCIAL SERVICES PROGRAM

LEVEL I PROGRAM

06

PROGRAM TITLE: SOCIAL SERVICES

OBJECTIVE: TO ENABLE INDIVIDUALS AND FAMILIES IN NEED TO ATTAIN A MINIMALLY ADEQUATE STANDARD OF LIVING AND TO ACHIEVE THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY TO SUCCESSFUL LIVING IN MODERN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF COMMISSION POLICY RECOMMENDATIONS ADOPTED (COH - COMMISSION ON THE HANDICAPPED).
2. PERCENT OF POTENTIALLY ELIGIBLE CASES/HOUSEHOLDS RECEIVING GENERAL ASSISTANCE.
3. ERROR RATE FOR FOOD STAMPS (PERCENT).
4. PERCENT ELIGIBLE PERSONS RECEIVING CARE.
5. PERCENT OF CAPITATION DEVOTED TO HEALTH CARE.

LEVEL II PROGRAM

06 01

PROGRAM TITLE: SERVICES TO INDIVIDUALS, FAMILIES AND VETERANS

OBJECTIVE: TO ENABLE INDIVIDUALS AND FAMILIES IN NEED, AND VETERANS TO ACHIEVE AND MAINTAIN THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY TO SUCCESSFUL LIVING IN MODERN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF OVERALL VETERANS' SERVICES PLAN ACHIEVED.
2. PERCENT OF STATE VETERANS CEMETERY DEVELOPMENT PLAN ACHIEVED.

LEVEL III PROGRAM

06 01 01

HMS 301

PROGRAM TITLE: CHILD PROTECTIVE SERVICES

OBJECTIVE: TO ENABLE CHILDREN AT RISK OF ABUSE/NEGLECT TO LIVE IN A SAFE AND SECURE ENVIRONMENT BY PROVIDING IN-HOME AND OUT-OF-HOME SOCIAL SERVICES THAT BENEFIT THE CHILDREN AND THEIR FAMILIES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF CHILD ABUSE AND NEGLECT (CAN) REPORTS ACCEPTED FOR INVESTIGATION ENTERED INTO THE CHILD PROTECTIVE SERVICES SYSTEM (CPSS) WITHIN 48 HOURS OF RECEIPT OF THE REPORT.
2. PERCENT OF CHILDREN WITH NO CONFIRMED CAN WITHIN 12 MONTHS OF PREVIOUS CONFIRMED CAN.
3. PERCENT OF FAMILIES PROVIDED CHILD WELFARE SERVICES (CWS) OR OTHER SERVICES FOR CHILDREN WHO REMAIN IN THE FAMILY HOME SUBSEQUENT TO A CONFIRMED REPORT OF ABUSE OR NEGLECT.
4. PERCENT OF CHILDREN IN OUT-OF-HOME CARE WITH NO CONFIRMED CAN WHEN OUT-OF-HOME PLACEMENT.
5. PERCENT OF CHILDREN EXITING OUT-OF-HOME CARE TO PERMANENT ADOPTIVE OR GUARDIANSHIP HOMES.

TARGET GROUPS:

1. NUMBER OF CHILDREN WITH REPORTS OF CAN ASSIGNED FOR INVESTIGATION.
2. CHILDREN WITH CONFIRMED ABUSE WITH REPORTED RECURRENCE OF ABUSE WITHIN 12 MONTHS OF PREVIOUS REPORT.
3. NUMBER OF CHILDREN WITH REPORTS OF CAN WHILE IN OUT-OF-HOME CARE.
4. NUMBER OF CHILDREN IN OUT-OF-HOME CARE WITH A GOAL OF REUNIFICATION.
5. NUMBER OF CHILDREN FOR WHOM PERMANENT CUSTODY HAS BEEN AWARDED WHO NEED PERMANENT HOMES.
6. NUMBER OF CHILDREN FOR WHOM PERMANENT CUSTODY HAS BEEN AWARDED WHO NEED ADOPTIVE SERVICES.

7. NUMBER OF CHILDREN IN OUT-OF-HOME CARE WHO CHANGED PLACEMENT WITHIN 12 MONTH WHILE IN OUT-OF-HOME PLACEMENT.
8. NUMBER OF CHILDREN IN OUT-OF-HOME CARE WHO ARE PLACED INTO GROUP HOMES OR INSTITUTIONS.
9. NUMBER OF CHILDREN ELIGIBLE FOR TITLE IV-E SERVICES.
10. NUMBER OF YOUTHS, AGED 12-18, WHO REQUIRE INDEPENDENT LIVING PREPARATION SERVICES.

PROGRAM ACTIVITIES:

1. NUMBER OF CAN INVESTIGATIONS COMPLETED.
2. NUMBER OF CAN REPORTS WITH ABUSE/NEGLECT/THREATENED HARM (TH) CONFIRMED AFTER THE INVESTIGATION HAS BEEN COMPLETED.
3. NUMBER OF CHILDREN FOR WHOM A COURT LEGAL STATUS OF FAMILY SUPERVISION OR FOSTER CUSTODY HAS BEEN OBTAINED.
4. NO. OF CHILDREN PROVIDED CWS SERVICES.
5. NUMBER OF CHILDREN IN OUT-OF-HOME CARE PROVIDED FAMILY FOSTER CARE SERVICES.
6. NO. OF LICENSED FAMILY FOSTER BOARDING HOMES.
7. NUMBER OF CHILDREN FOR WHOM PERMANENT CUSTODY HAS BEEN OBTAINED WITHIN 12 MONTHS OF THEIR INITIAL DATE OF OUT-OF-HOME PLACEMENT.
8. NUMBER OF CHILDREN PROVIDED PERMANENT PLACEMENT SERVICES.
9. NUMBER OF CHILDREN FOR WHOM AN ADOPTION HAS BEEN COMPLETED.
10. NUMBER OF YOUTHS, AGES 12-18, PROVIDED ILP SERVICES.

LEVEL III PROGRAM

06 01 02

HMS 302

PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE

OBJECTIVE: TO PROMOTE SELF-SUFFICIENCY OF LOW INCOME FAMILIES WHO ARE EMPLOYED, IN TRAINING OR IN EDUCATION BY PROVIDING ACCESS TO COMPREHENSIVE CHILD CARE RESOURCES AND SERVICES WHICH ASSURE THE BASIC HEALTH AND SAFETY OF CHILDREN.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF REGULATED CHILD CARE FACILITIES THAT HAVE NO CONFIRMED REPORTS OF INJURY, ABUSE, OR NEGLECT TO THE CHILD BY THE CHILDCARE PROVIDER.

TARGET GROUPS:

1. NUMBER OF DHS LICENSED CHILD CARE PROVIDERS.

PROGRAM ACTIVITIES:

1. NUMBER OF LICENSED PROVIDERS WHO ARE INVESTIGATED FOR HEALTH AND SAFETY VIOLATIONS.
2. NUMBER OF LICENSED PROVIDERS.
3. NUMBER OF CHILD CARE SLOTS AVAILABLE DUE TO LICENSING.

LEVEL III PROGRAM

06 01 03

HMS 303

PROGRAM TITLE: CHILD PROTECTIVE SERVICES PAYMENTS

OBJECTIVE: TO ASSURE AN ADEQUATE STANDARD OF LIVING FOR CHILDREN WHO ARE UNABLE TO BE MAINTAINED IN THEIR FAMILY HOME BECAUSE OF ABUSE, NEGLECT OR INABILITY OF THE FAMILY TO PROVIDE THEM ADEQUATE CARE AND SUPERVISION BY PROVIDING PAYMENT FOR ROOM AND BOARD, AND COSTS RELATED TO CARE OR ASSISTANCE IN FAMILY PRESERVATION/REUNIFICATION OR ADOPTION.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF CHILDREN IN OUT-OF-HOME CARE WHO ARE RETURNED TO FAMILY WITHIN 12 MONTHS OF OUT-OF-COME CARE PLACEMENT..
2. PERCENT OF CHILDREN RETURNED TO FAMILY WHO DO NOT NEED OUT-OF-HOME CARE WITHIN 12 MONTHS.
3. PERCENT OF CHILDREN IN OUT-OF-HOME CARE PLACED IN FAMILY FOSTER HOMES.
4. PERCENT OF CHILDREN IN OUT-OF-HOME CARE WITH EQUAL OR LESS THAN TWO PLACEMENT CHANGES WITHIN 12 MONTHS.
5. PERCENT OF CHILDREN IN OUT-OF-HOME CARE REQUIRING AND RECEIVING BOARD PAYMENTS.

TARGET GROUPS:

1. NUMBER OF CHILDREN IN OUT-OF-HOME CARE DETERMINED ELIGIBLE FOR BOARD AND BOARD RELATED PAYMENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR RELATIVE AND NON-RELATIVE FOSTER CARE.
2. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR EMERGENCY SHELTER CARE.
3. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR HIGHER EDUCATION.
4. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR PERMANENCY ASSISTANCE.
5. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR ADOPTION ASSISTANCE.
6. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR BOARD RELATED SERVICES.

LEVEL III PROGRAM

06 01 04

HMS 305

PROGRAM TITLE: CASH SUPPORT FOR CHILD CARE

OBJECTIVE: TO PROVIDE CHILD CARE SUBSIDIES WHICH PROMOTE THE SELF-SUFFICIENCY OF LOW-INCOME FAMILIES WHO ARE EMPLOYED, OR IN APPROVED TRAINING OR EDUCATION AND HEALTH AND SAFETY OF CHILDREN.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FIRST-TO-WORK (FTW) PARTICIPANTS WHO ARE ABLE TO MAINTAIN EMPLOYMENT AND TRAINING DUE TO CHILD CARE SUBSIDIES.
2. PERCENTAGE OF ELIGIBLE NON-WELFARE FAMILIES RECEIVING CHILD CARE SUBSIDIES TO MAINTAIN EMPLOYMENT AND TRAINING.

TARGET GROUPS:

1. NUMBER OF CASH SUPPORT RECIPIENTS WITH CHILDREN.
2. NUMBER OF LOW-INCOME NON-CASH SUPPORT FAMILIES APPLYING FOR CHILD CARE SUBSIDIES.

PROGRAM ACTIVITIES:

1. NUMBER OF FTW CHILDREN RECEIVING DHS CHILD CARE SUBSIDIES.
2. NUMBER OF NON-WELFARE CHILDREN RECEIVING DHS CHILD CARE SUBSIDIES.

LEVEL III PROGRAM

06 01 05

PROGRAM TITLE: AT-RISK YOUTH SERVICES

OBJECTIVE: TO COORDINATE A STATEWIDE CONTINUUM OF CARE FOR AT-RISK YOUTH THAT PREVENTS THEM FROM ENTERING THE CRIMINAL JUSTICE SYSTEM, PROVIDES INCREASED ALTERNATIVES TO INCARCERATION, AND SUPPORTS THE REHABILITATION OF YOUTH IN SECURE CUSTODY TO ACHIEVE SUCCESSFUL REINTEGRATION TO THEIR COMMUNITIES WITHOUT RE-OFFENDING.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF RECOMMENDATIONS IMPLEMENTED LEGISLATIVELY OR ADMINISTRATIVELY AS ARTICULATED IN THE ORGANIZATIONAL PLAN.

LEVEL IV PROGRAM

06 01 05 01

HMS 501

PROGRAM TITLE: IN-COMMUNITY YOUTH PROGRAMS

OBJECTIVE: TO COORDINATE A CONTINUUM OF PROGRAMS AND SERVICES IN COMMUNITIES FOR AT-RISK YOUTH TO PREVENT DELINQUENCY, AND CRIMINAL BEHAVIOR IN ADULTHOOD; AND TO SUPPORT THE REHABILITATION OF YOUTH IN COMMUNITY-BASED AND RESIDENTIAL CUSTODY PROGRAMS.

MEASURES OF EFFECTIVENESS:

1. INCREASE IN THE NUMBER OF IDENTIFIABLE YOUTH SERVICES AVAILABLE BY DISTRICTS.
2. INCREASE IN NUMBER OF YOUTH RECEIVING SERVICES IN DISTRICTS.
3. REDUCTION IN NUMBER OF YOUTH REQUIRING INCARCERATION AT HYCF.

TARGET GROUPS:

1. YOUTH AGES 5 TO 21.

PROGRAM ACTIVITIES:

1. NUMBER OF SERVICES IN THE CONTINUUM OF SERVICES TO YOUTH.
2. NUMBER OF COMMUNITY-BASED ALTERNATIVES TO INCARCERATION.
3. NUMBER OF YOUTH RECEIVING PROGRAM SERVICES.

LEVEL IV PROGRAM

06 01 05 03

HMS 503

PROGRAM TITLE: HAWAII YOUTH CORRECTIONAL FACILITY (HYCF)

OBJECTIVE: TO PROVIDE SECURE CUSTODY AND QUALITY CARE FOR YOUTH WHO HAVE BEEN SENT TO THE HYCF, AND WHO WILL RECEIVE REHABILITATION PROGRAMS, SPECIALIZED SERVICES, AND CUSTODIAL CARE, TO INCREASE THEIR ABILITY TO SUCCESSFULLY FUNCTION WITHIN THE COMMUNITY UPON THEIR RELEASE WITHOUT RE-OFFENDING.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF YOUTH WHO RE-OFFEND, OR RELAPSE INTO RISKY OR CRIMINAL BEHAVIOR.
2. PERCENT OF YOUTH AT HYCF WHO ARE CONFINED FOR ONE YEAR OR LONGER, AND WHO COMPLETE EDUCATIONAL PROGRAMS.
3. PERCENT OF YOUTH AT HYCF WHO ARE CONFINED FOR ONE YEAR OR LONGER, AND WHO SUCCESSFULLY COMPLETE VOCATIONAL TRAINING SKILLS PROGRAM.

TARGET GROUPS:

1. YOUTHS AGES 13 TO 19.

PROGRAM ACTIVITIES:

1. NUMBER OF YOUTH WHO DO NOT RE-OFFEND OR RELAPSE INTO RISKY OR CRIMINAL BEHAVIOR FOR UP TO ONE YEAR, UPON RELEASE FROM HYCF.
2. NUMBER OF YOUTH WHO GRADUATE FROM HIGH SCHOOL OR RECEIVE THEIR GED WHILE ATTENDING SCHOOL AT HYCF.
3. NUMBER OF YOUTH WHO SUCCESSFULLY COMPLETE VOCATIONAL TRAINING SKILLS PROGRAMS BEFORE LEAVING HYCF.

PROGRAM TITLE: SERVICES TO VETERANS

OBJECTIVE: TO ENABLE VETERANS TO ACHIEVE AND MAINTAIN THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY FOR SUCCESS IN CIVILIAN LIFE, AND TO ASSURE THEIR BURIAL REQUIREMENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED.
2. PERCENT OF STATE VETERANS CEMETERY DEVELOPMENT PLAN ACHIEVED.
3. PERCENT OF ADVISORY BOARD PROJECTS COMPLETED.
4. PERCENT OF VETERANS ASSISTED TO APPLY OR REAPPLY FOR SERVICES AND BENEFITS.
5. PERCENT OF VETERANS' ORGANIZATIONS ASSISTED.

TARGET GROUPS:

1. POTENTIAL NUMBER OF VETERANS NEEDING INFORMATION AND GENERAL SUPPORT SERVICES.
2. NUMBER OF VETERANS' ORGANIZATIONS NEEDING ASSISTANCE/SUPPORT.

PROGRAM ACTIVITIES:

1. NUMBER OF ADVISORY BOARD PROJECTS COMPLETED.
2. NUMBER OF VETERANS PROVIDED WITH SERVICES.
3. NUMBER OF VETERANS' COMMUNITY, GOVERNMENT ACTIVITIES SUPPORTED.
4. NUMBER OF VETERANS/DEPENDENT INTERMENTS/INURNMENTS.
5. NUMBER OF HITS ON OVS WEBSITE ANNUALLY.

PROGRAM TITLE: ADULT AND COMMUNITY CARE SERVICES

OBJECTIVE: TO PREVENT INAPPROPRIATE INSTITUTIONALIZATION OF DEPENDENT, DISABLED ADULTS BY PROVIDING THEM WITH A RANGE OF IN-HOME AND COMMUNITY-BASED SOCIAL, HEALTH, AND OTHER SUPPORTIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF ELIGIBLE DEPENDENT ADULTS RECEIVING COMMUNITY LONG-TERM CARE SERVICES WHO REMAIN SAFELY IN THEIR OWN HOMES.
2. PERCENT OF ELIGIBLE DEPENDENT ADULTS RECEIVING COMMUNITY LONG-TERM CARE SERVICES WHO REMAIN SAFELY IN DOMICILIARY CARE.
3. PERCENT OF DEPENDENT ADULTS PROVIDED PROTECTIVE SERVICES WHO ARE NOT RE-ABUSED OR NEGLECTED.
4. PERCENT OF LOW-INCOME ADULTS ABLE TO PROVIDE COMMUNITY SERVICE THROUGH COMMUNITY LONG-TERM CARE SERVICES.

TARGET GROUPS:

1. NUMBER OF ADULTS REQUIRING IN-HOME SUPPORT SERVICES.
2. NUMBER OF ADULTS REQUIRING DOMICILIARY CARE SERVICES.
3. NUMBER OF ADULTS REPORTED TO BE ABUSED/NEGLECTED.
4. NUMBER OF ADULTS ELIGIBLE TO SERVE AS COMPANIONS AND GRANDPARENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF ADULTS PROVIDED SENIOR/RESPITE COMPANIONS.
2. NUMBER OF ADULTS PROVIDED CHORE SERVICES.
3. NUMBER OF ADULTS PROVIDED DAY CARE SERVICES.
4. NUMBER OF ADULTS PROVIDED CASE MANAGEMENT.
5. NUMBER OF ADULTS PROVIDED PERSONAL CARE.
6. NUMBER OF ADULTS IN ADULT RESIDENTIAL CARE HOMES/FOSTER CARE.
7. NUMBER OF ADULTS PROVIDED ADULT PROTECTIVE SERVICES.
8. NUMBER OF ADULTS WHO ARE COMPANIONS/GRANDPARENTS.

LEVEL II PROGRAM

06 02

PROGRAM TITLE: ASSURED STANDARD OF LIVING

OBJECTIVE: TO ASSURE THAT THOSE IN NEED ATTAIN AT LEAST A MINIMALLY ADEQUATE STANDARD OF LIVING BY PROVIDING SERVICES, DIRECT ASSISTANCE, AND PAYMENTS FOR THE NECESSITIES OF LIFE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF POTENTIALLY ELIGIBLE CASES/HOUSEHOLDS RECEIVING GENERAL ASSISTANCE.
2. AVERAGE MONTHLY TURNOVER RATE OF PUBLIC HOUSING UNITS.
3. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT FOR THE ELDERLY.

LEVEL III PROGRAM

06 02 01

PROGRAM TITLE: MONETARY ASSISTANCE FOR GENERAL NEEDS

OBJECTIVE: TO ENSURE THAT INDIVIDUALS AND FAMILIES ARE PROVIDED WITH SUFFICIENT FINANCIAL RESOURCES TO OBTAIN FOOD, CLOTHING, SHELTER & OTHER ESSENTIALS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF POTENTIALLY ELIGIBLE INDIVIDUALS PER MONTH RECEIVING SSI (SUPPLEMENTAL SECURITY INCOME) ASSISTANCE.
2. PERCENT OF POTENTIALLY ELIGIBLE CASES/HOUSEHOLDS RECEIVING GENERAL ASSISTANCE.

LEVEL IV PROGRAM

06 02 01 06

HMS 211

PROGRAM TITLE: CASH SUPPORT FOR FAMILIES PURSUING SELF-SUFFICIENCY

OBJECTIVE: TO PROVIDE TIME LIMITED CASH SUPPORT TO LOW INCOME FAMILIES TO MEET THEIR DAY TO DAY NEEDS WHILE ENGAGED IN ACTIVITIES THAT EXPAND THEIR CAPACITY FOR SELF-SUFFICIENCY.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF HOUSEHOLDS EXITING THE PROGRAM.
2. PERCENTAGE OF HOUSEHOLDS EXITING THE PROGRAM BEFORE 60 MONTHS.

TARGET GROUPS:

1. MONTHLY CASH SUPPORT CASELOAD.
2. MONTHLY NON-ASSISTANCE CASELOAD.
3. NUMBER OF APPLICATIONS RECEIVED EACH MONTH.
4. NUMBER OF MANDATORY WORK PARTICIPATION HOUSEHOLDS EACH MONTH.
5. NUMBER OF EXEMPT HOUSEHOLDS EACH MONTH.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY PAYMENTS PER CASE.
2. AVERAGE NUMBER OF APPLICATIONS APPROVED EACH MONTH.

PROGRAM TITLE: CASH SUPPORT FOR AGED, BLIND AND DISABLED INDIVIDUALS

OBJECTIVE: TO EXPAND THE CAPACITY FOR INDEPENDENCE OF THOSE WHO ARE AGED, BLIND, OR DISABLED BY PROVIDING CASH SUPPORT TO MEET THEIR DAY TO DAY NEEDS WHILE ASSISTING THEM IN ACCESSING OTHER RESOURCES TO IMPROVE THEIR QUALITY OF LIFE.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CASES REFERRED TO SSI THAT ARE APPROVED.

TARGET GROUPS:

1. MONTHLY CASH SUPPORT CASELOAD.
2. NUMBER OF APPLICATIONS RECEIVED EACH MONTH.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY PAYMENT PER RECIPIENT.
2. AVERAGE NUMBER OF APPLICATIONS APPROVED EACH MONTH.

PROGRAM TITLE: HOUSING ASSISTANCE

OBJECTIVE: TO ASSURE THAT LOW- AND MIDDLE-INCOME HOUSEHOLDS ARE HOUSED IN ACCOMMODATIONS ADEQUATE TO THEIR NEEDS AND COMMENSURATE WITH THEIR ECONOMIC CAPACITY.

MEASURES OF EFFECTIVENESS:

1. PUBLIC HOUSING-AVERAGE MONTHLY RENT PAYMENT (ELDERLY).
2. RENT SUPPLEMENT-AVERAGE MONTHLY SUPPLEMENT PAYMENT (ELDERLY).
3. HAWAII PUBLIC HOUSING AUTHORITY DEVELOPMENT LOAN DEFAULT RATE.
4. HAWAII PUBLIC HOUSING AUTHORITY AVERAGE SELLING PRICE AS A PERCENT OF THE AVERAGE RETAIL PRICE OF COMPARABLE DWELLING UNITS.
5. RENT SUPPLEMENT-AVERAGE MONTHLY SUPPLEMENT PAYMENT (NON-ELDERLY).

PROGRAM TITLE: RENTAL HOUSING SERVICES

OBJECTIVE: TO ENSURE THE AVAILABILITY OF ADEQUATE HOUSING FOR LOW-INCOME FAMILIES BY PROVIDING PUBLIC RENTAL HOUSING FACILITIES AND OPPORTUNITIES FOR SELF-SUFFICIENCY AT A REASONABLE COST.

MEASURES OF EFFECTIVENESS:

1. PUBLIC HOUSING - AVERAGE MONTHLY RENT PAYMENT.
2. PUBLIC HOUSING - AVERAGE MONTHLY INCOME OF RECIPIENTS (ELDERLY).
3. PUBLIC HOUSING - AVERAGE MONTHLY INCOME OF RECIPIENTS (NON-ELDERLY).
4. PUBLIC HOUSING - AVERAGE MONTHLY TURNOVER RATE OF HOUSING UNITS.
5. NUMBER OF HOUSEHOLDS WITH INCOME BASED ON WAGES.
6. FEDERAL GRADING SYSTEM FOR PUBLIC HOUSING AGENCIES (PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)).

TARGET GROUPS:

1. AVERAGE NUMBER OF PUBLIC HOUSING APPLICANTS ON WAITING LIST PER MONTH.
2. AVERAGE NUMBER OF HOUSEHOLDS APPLYING FOR PUBLIC HOUSING PER MONTH.
3. TOTAL NUMBER OF PUBLIC HOUSING DWELLING UNITS.
4. AVERAGE NUMBER OF OCCUPIED PUBLIC HOUSING DWELLING UNITS PER MONTH.

PROGRAM ACTIVITIES:

1. TOTAL NUMBER OF NEW AND REACTIVATED PUBLIC HOUSING APPLICATIONS PROCESSED.
2. NUMBER OF ELIGIBILITY RE-EXAMINATIONS (PUBLIC HOUSING).
3. NUMBER OF APPLICANTS DETERMINED TO BE INELIGIBLE FOR ASSISTANCE.
4. AVERAGE NUMBER OF HOUSEHOLDS PLACED IN PUBLIC HOUSING PER MONTH.

LEVEL IV PROGRAM

06 02 02 03

HMS 807

PROGRAM TITLE: TEACHER HOUSING

OBJECTIVE: TO FACILITATE THE OPERATIONS OF LOWER EDUCATION PROGRAMS BY PROVIDING HOUSING ACCOMMODATIONS TO SCHOOL-LEVEL CERTIFICATED PERSONNEL WHERE AND IF NO OTHER ADEQUATE PRIVATE OR LEASING ARRANGEMENTS FOR HOUSING ARE AVAILABLE WITHIN REASONABLE COMMUTING DISTANCE FROM THE ASSIGNED SCHOOLS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF TEACHERS HOUSED AS A PERCENTAGE OF THOSE REQUIRING HOUSING.

TARGET GROUPS:

1. NUMBER OF TEACHERS REQUESTING HOUSING.

PROGRAM ACTIVITIES:

1. NUMBER OF NEWLY CONSTRUCTED OR RENOVATED RENTAL UNITS.
2. NUMBER OF RENTAL UNITS REMOVED FROM PROGRAM.
3. NUMBER OF RENTAL UNITS IN OPERATION.

LEVEL IV PROGRAM

06 02 02 06

HMS 229

PROGRAM TITLE: HAWAII PUBLIC HOUSING AUTHORITY ADMINISTRATION

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND HOUSEKEEPING SERVICES.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF COLLECTIVE BARGAINING GRIEVANCES FILED PER 100 EMPLOYEES.
2. AUTHORIZED (ESTABLISHED) POSITION VACANCY RATE PERCENTAGE.
3. PERCENTAGE VARIATION IN HPHA'S EXPENDITURES COMPARED TO ALLOTMENT.
4. NUMBER OF PERSONNEL TURNOVERS PER YEAR.

TARGET GROUPS:

1. NUMBER OF EMPLOYEES IN HAWAII PUBLIC HOUSING AUTHORITY.
2. NUMBER OF LOWEST LEVEL PROGRAMS ADMINISTERED.

PROGRAM ACTIVITIES:

1. NUMBER OF VOUCHERS PROCESSED ANNUALLY.
2. NUMBER OF DEVELOPMENT CONTRACTS PROCESSED ANNUALLY.
3. NUMBER OF EVICTIONS FROM HOUSING.
4. AMOUNT OF GRANTS RECEIVED.

LEVEL IV PROGRAM

06 02 02 08

HMS 225

PROGRAM TITLE: PRIVATE HOUSING DEVELOPMENT AND OWNERSHIP

OBJECTIVE: TO PROVIDE DEVELOPMENT, CONSTRUCTION MANAGEMENT, AND TECHNICAL ASSISTANCE TO INCREASE HOUSING OPPORTUNITIES FOR OUR TARGET GROUPS THROUGH DEVELOPMENT OF HOUSING FOR RENTAL AND FOR SALE, COMMUNITY REDEVELOPMENT, AND THE MAINTENANCE AND IMPROVEMENT OF EXISTING FACILITIES.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF COMPLETED UNITS FOR SALE.
2. NUMBER OF COMPLETED RENTAL UNITS.
3. NUMBER OF RENOVATED UNITS.
4. AVERAGE SELLING PRICE AS A PERCENT OF THE AVERAGE RETAIL PRICE OF COMPARABLE DWELLING UNITS.
5. AVERAGE RENT AS A PERCENT OF THE AVERAGE RENTAL COST OF COMPARABLE DWELLING UNITS.

TARGET GROUPS:

1. APPLICANT HOUSEHOLDS EARNING BELOW 50% OF THE MEDIAN INCOME.
2. APPLICANT HOUSEHOLDS EARNING BETWEEN 50% TO 80% OF THE MEDIAN INCOME.
3. APPLICANT HOUSEHOLDS EARNING BETWEEN 80% TO 100% OF THE MEDIAN INCOME.
4. APPLICANT HOUSEHOLDS EARNING BETWEEN 100% TO 120% OF THE MEDIAN INCOME.

PROGRAM ACTIVITIES:

1. AMOUNT OF DEVELOPMENT LOANS MADE.
2. NUMBER OF SINGLE-FAMILY DWELLING UNITS PLANNED FOR CONSTRUCTION.
3. NUMBER OF MULTI-FAMILY DWELLING UNITS PLANNED FOR CONSTRUCTION.
4. NUMBER OF UNITS PLANNED FOR NEW CONSTRUCTION OR REHABILITATION IN THE CAPITAL FUND PROGRAM (FEDERAL).
5. NUMBER OF UNITS PLANNED IN CAPITAL IMPROVEMENT PROGRAM (STATE).

LEVEL IV PROGRAM

06 02 02 13

HMS 222

PROGRAM TITLE: RENTAL ASSISTANCE SERVICES

OBJECTIVE: TO FACILITATE THE USE OF PRIVATE RENTAL HOUSING FOR LOW-INCOME FAMILIES BY SUPPLEMENTING THEIR RENTAL PAYMENTS.

MEASURES OF EFFECTIVENESS:

1. AVERAGE MONTHLY GROSS RENT FOR RENT SUPPLEMENT RECIPIENTS.
2. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT.
3. AVERAGE MONTHLY INCOME OF RENT SUPPLEMENT RECIPIENTS (ELDERLY).
4. AVERAGE MONTHLY INCOME OF RENT SUPPLEMENT RECIPIENTS (NON-ELDERLY).
5. FUND UTILIZATION PERCENTAGE.
6. FEDERAL GRADING SYSTEM FOR PUBLIC HOUSING AGENCIES (SECTION 8 MANAGEMENT ASSESSMENT PROGRAM (SEMAP)).

TARGET GROUPS:

1. NUMBER OF APPLICANTS ON FEDERAL AND STATE SUBSIDY WAITING LISTS.
2. NUMBER OF APPLICATIONS RECEIVED ANNUALLY FOR FEDERAL AND STATE SUBSIDY ASSISTANCE.
3. AVERAGE NUMBER OF RENT SUPPLEMENT AND SECTION 8 APPLICATIONS PER MONTH.

PROGRAM ACTIVITIES:

1. TOTAL NUMBER OF NEW AND REACTIVATED RENT SUPPLEMENT AND SECTION 8 APPLICATIONS PROCESSED.
2. NUMBER OF ELIGIBILITY RE-EXAMINATIONS (RENT SUPPLEMENT AND SECTION 8).
3. ANNUAL TOTAL NUMBER OF LEASE UPS INTO THE RENT SUPPLEMENT AND SECTION 8 PROGRAMS.
4. NUMBER OF UNITS INSPECTED (RENT SUPPLEMENT AND SECTION 8).

LEVEL IV PROGRAM

06 02 02 15

HMS 224

PROGRAM TITLE: HOMELESS SERVICES

OBJECTIVE: TO COMPREHENSIVELY ADDRESS THE NEEDS OF THE HOMELESS IN HAWAII AND TO PROVIDE THE OPPORTUNITY FOR HOMELESS PEOPLE TO HELP THEMSELVES BY ACHIEVING IMPROVED, PERMANENT LIVING SITUATIONS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF CLIENTS TRANSITIONING TO PERMANENT HOUSING THROUGH OUTREACH AND STIPEND PROGRAMS.
2. NUMBER OF PERSONS ABLE TO OBTAIN OR RETAIN HOUSING THROUGH STATE GRANT PROGRAM.

TARGET GROUPS:

1. NUMBER OF UNDUPLICATED CLIENTS SERVED BY OUTREACH HOMELESS PROVIDER AGENCIES.
2. NUMBER OF UNDUPLICATED CLIENTS SERVED BY EMERGENCY AND TRANSITIONAL HOMELESS SHELTERS.
3. TOTAL NUMBER OF APPLICATIONS FOR STATE HOMELESS GRANTS.

PROGRAM ACTIVITIES:

1. NUMBER OF ENCOUNTERS BY OUTREACH PROVIDER AGENCIES.
2. NUMBER OF CLIENT NIGHTS PROVIDED BY EMERGENCY SHELTERS.
3. NUMBER OF CLIENT NIGHTS PROVIDED BY TRANSITIONAL SHELTERS.
4. NUMBER OF CLIENT CASE PLANS DEVELOPED FOR THE STIPEND PROGRAM.
5. NUMBER OF CLIENT INTAKES COMPLETED FOR OUTREACH AND STIPEND PROGRAM.

LEVEL III PROGRAM

06 02 03

PROGRAM TITLE: HEALTH CARE

OBJECTIVE: TO ENSURE THAT QUALIFIED LOW INCOME AND DISABLED INDIVIDUALS AND FAMILIES ARE PROVIDED ADEQUATE AND APPROPRIATE HEALTH CARE SERVICES EITHER THROUGH FEE FOR SERVICE OR MANAGED CARE PROGRAMS TO MAINTAIN AND IMPROVE THEIR HEALTH AND TO PREVENT OR DELAY INSTITUTIONALIZATION.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF PERSONS RECEIVING HEALTH CARE BENEFITS AS A PERCENTAGE OF TOTAL PERSONS WHO QUALIFY FOR BENEFITS.
2. NUMBER OF MANAGED CARE CLIENTS AS A PERCENTAGE OF TOTAL CLIENTS UNDER MANAGED CARE AND FEE FOR SERVICE PROGRAMS.

PROGRAM TITLE: COMMUNITY-BASED RESIDENTIAL SUPPORT

OBJECTIVE: TO PREVENT INAPPROPRIATE INSTITUTIONALIZATION OF DEPENDENT, DISABLED ADULTS BY ASSISTING WITH COMMUNITY-BASED RESIDENTIAL NEEDS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF ADULT FEDERAL SUPPLEMENTAL SECURITY INCOME (SSI) RECIPIENTS KNOWN TO RESIDE IN LICENSED/CERTIFIED DOMICILIARY CARE WHO RECEIVE STATE SSI PAYMENTS.

TARGET GROUPS:

1. NUMBER OF ADULT FEDERAL SSI RECIPIENTS KNOWN TO RESIDE IN LICENSED/CERTIFIED DOMICILIARY CARE.

PROGRAM ACTIVITIES:

1. AVERAGE NUMBER OF SSI RECIPIENTS PLACED IN TYPE I ADULT RESIDENTIAL CARE HOMES (ARCHS) AND RECEIVING STATE SSI SUPPLEMENT PAYMENTS.
2. AVERAGE NUMBER OF SSI RECIPIENTS PLACED IN TYPE II ARCHS AND RECEIVING STATE SSI SUPPLEMENT PAYMENTS.
3. AVERAGE NUMBER OF SSI RECIPIENTS PLACED IN OTHER DOMICILIARY CARE AND RECEIVING STATE SSI SUPPLEMENT PAYMENTS.

PROGRAM TITLE: HEALTH CARE PAYMENTS

OBJECTIVE: TO ENSURE THAT QUALIFIED LOW INCOME AND DISABLED INDIVIDUALS AND FAMILIES ARE PROVIDED HEALTH CARE SERVICES, INCLUDING MEDICAL, DENTAL, HOSPITAL, NURSING HOME, HOME AND COMMUNITY-BASED, AND OTHER PROFESSIONAL SERVICES, EITHER THROUGH A FEE FOR SERVICE OR QUEST MANAGED CARE PROGRAM.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF MANAGED CARE PAYMENTS DEVOTED TO DIRECT HEALTH CARE SERVICES.
2. PERCENT OF MANAGED CARE CLIENTS SATISFIED WITH THE PROGRAM.
3. NUMBER OF MANAGED CARE CLIENTS AS A PERCENTAGE OF TOTAL CLIENTS UNDER MANAGED CARE AND FEE FOR SERVICE PROGRAMS.
4. PERCENT OF LONG TERM CARE RECIPIENTS RECEIVING CARE UNDER HOME AND COMMUNITY BASED PROGRAMS.

TARGET GROUPS:

1. NUMBER OF ELIGIBLE AGED, BLIND AND DISABLED PERSONS.
2. NUMBER OF ELIGIBLE PERSONS FOR THE QUEST MANAGED CARE PROGRAM.
3. NUMBER OF ELIGIBLE PERSONS FOR THE HOME AND COMMUNITY BASED PROGRAMS.

PROGRAM ACTIVITIES:

1. NUMBER OF PAID CLAIMS TO PROVIDERS.
2. NUMBER OF PARTICIPATING PROVIDERS WITHIN THE PROGRAMS.
3. NUMBER OF CHILDREN IMMUNIZED BY THE AGE OF TWO.
4. NUMBER OF CHILDREN RECEIVING EARLY AND PERIODIC SCREENING, DIAGNOSTIC AND TREATMENT SERVICES.

LEVEL III PROGRAM

06 02 04

PROGRAM TITLE: GENERAL SUPPORT FOR ASSURED STANDARD OF LIVING

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY OF THE PROGRAM BY PROVIDING STAFF SUPPORT SERVICES AND OTHER ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF TANF RECIPIENTS EMPLOYED.
2. PERCENTAGE OF TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENTS EMPLOYED.
3. ERROR RATE FOR FOOD STAMPS (PERCENT).

LEVEL IV PROGRAM

06 02 04 01

HMS 236

PROGRAM TITLE: CASE MANAGMENT FOR SELF-SUFFICIENCY

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY DETERMINING THE ELIGIBILITY OF APPLICANTS AND RECIPIENTS FOR PUBLIC ASSISTANCE, ORIENTING THEM TO THE AVAILABLE SERVICES, DIRECTING THEM TO APPROPRIATE PLACES FOR ASSISTANCE, AND AIDING RECIPIENTS TO OBTAIN AND RETAIN EMPLOYMENT.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CASH SUPPORT RECIPIENTS WHO HAVE EXITED DUE TO EMPLOYMENT.
2. PERCENTAGE OF CASH SUPPORT RECIPIENTS WHO HAVE UNSUBSIDIZED EMPLOYMENT.

TARGET GROUPS:

1. NUMBER OF CASH SUPPORT RECIPIENTS MANDATED TO PARTICIPATE IN A WORK PROGRAM.
2. POTENTIAL NUMBER OF HOUSEHOLDS ELIGIBLE FOR CASH SUPPORT.
3. POTENTIAL NUMBER OF HOUSEHOLDS ELIGIBLE FOR FOOD STAMPS.

PROGRAM ACTIVITIES:

1. NUMBER OF CASH SUPPORT RECIPIENTS PARTICIPATING IN A WORK PROGRAM COMPONENT.
2. NUMBER OF CASH SUPPORT RECIPIENTS WHO OBTAIN EMPLOYMENT.
3. NUMBER OF FINANCIAL ASSISTANCE APPLICATIONS PROCESSED.
4. NUMBER OF FOOD STAMP APPLICATIONS PROCESSED.
5. NUMBER OF HOUSEHOLDS RECEIVING FOOD STAMPS.

LEVEL IV PROGRAM

06 02 04 02

HMS 238

PROGRAM TITLE: DISABILITY DETERMINATION

OBJECTIVE: TO MAXIMIZE PROGRAM EFFECTIVENESS AND EFFICIENCY BY DETERMINING ELIGIBILITY OF APPLICANTS FOR ASSISTANCE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF CLAIMS PROCESSED DURING THE YEAR.
2. PERCENT OF CASES RETURNED FOR CORRECTIVE ACTION.

TARGET GROUPS:

1. POTENTIAL NUMBER OF APPLICANTS FOR SOCIAL SECURITY DISABILITY BENEFITS.

PROGRAM ACTIVITIES:

1. NUMBER OF CLAIMANTS PROVIDED CONSULTATIVE EXAMINATIONS (ANNUALLY).
2. NUMBER OF CLAIMANTS REFERRED FOR VOCATIONAL REHABILITATION (ANNUALLY).
3. NUMBER OF SOCIAL SECURITY DISABILITY BENEFITS DECISIONS RENDERED.

LEVEL IV PROGRAM

06 02 04 03

ATG 500

PROGRAM TITLE: CHILD SUPPORT ENFORCEMENT SERVICES

OBJECTIVE: TO ENSURE THAT CHILDREN RECEIVE THEIR ABSENT PARENTS' SUPPORT IN A TIMELY MANNER THROUGH THE AGENCY'S CHILD SUPPORT ENFORCEMENT AND COLLECTIONS FUNCTIONS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CASES WITH PATERNITY ESTABLISHED.
2. PERCENTAGE OF CASES WITH SUPPORT ORDERS ESTABLISHED.
3. PERCENTAGE OF CURRENT SUPPORT COLLECTED.
4. PERCENTAGE OF DELINQUENT SUPPORT COLLECTED.
5. DOLLARS COLLECTED PER DOLLAR EXPENDED.

TARGET GROUPS:

1. CHILDREN BORN OUT OF WEDLOCK.
2. CHILD SUPPORT OBLIGORS WHOSE WHEREABOUTS ARE UNKNOWN.
3. CHILDREN WITHOUT CHILD SUPPORT ORDERS.
4. CHILD SUPPORT OBLIGORS WHO ARE DELINQUENT IN MAKING PAYMENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF PATERNITY CASES ESTABLISHED.
2. NUMBER OF CHILD SUPPORT ORDER CASES ESTABLISHED.
3. DOLLAR AMOUNT OF CURRENT SUPPORT COLLECTED (MILLIONS OF DOLLARS).
4. DOLLAR AMOUNT OF CURRENT SUPPORT PAYMENTS DISBURSED (MILLIONS OF DOLLARS).

LEVEL II PROGRAM

06 03

PROGRAM TITLE: HAWAIIAN HOMESTEADS

OBJECTIVE: TO DEVELOP AND MANAGE THE DESIGNATED HAWAIIAN HOME LANDS TO CREATE MORE HOMESTEADS FOR NATIVE HAWAIIANS (AS DEFINED BY THE HAWAIIAN HOMES COMMISSION ACT, 1920, AS AMENDED) AND GENERATE THE REVENUES NEEDED TO ADMINISTER THE PROGRAM. THROUGH THE USE OF THESE REVENUES, LEASE LANDS, LOAN FUNDS AND TECHNICAL ASSISTANCE WILL BE PROVIDED TO NATIVE HAWAIIANS IN ORDER TO FURNISH THE OPPORTUNITY TO SECURE AND MAINTAIN AN ADEQUATE STANDARD OF LIVING.

MEASURES OF EFFECTIVENESS:

1. NO MEASURES HAVE BEEN DEVELOPED FOR THIS PROGRAM.

LEVEL III PROGRAM

06 03 01

HHL 602

PROGRAM TITLE: PLNNG, DEVLOPMNT, MANAGEMNT & GEN SUPPT FOR HAWAIIAN HOMESTEADS

OBJECTIVE: TO DEVELOP AND MANAGE THE DESIGNATED HAWAIIAN HOME LANDS TO CREATE MORE HOMESTEADS FOR NATIVE HAWAIIANS (AS DEFINED BY THE HAWAIIAN HOMES COMMISSION ACT, 1920, AS AMENDED) AND GENERATE THE REVENUES NEEDED TO ADMINISTER THE PROGRAM. THROUGH THE USE OF THESE REVENUES, LEASE LANDS, LOAN FUNDS AND TECHNICAL ASSISTANCE WILL BE PROVIDED TO NATIVE HAWAIIANS IN ORDER TO FURNISH THE OPPORTUNITY TO SECURE AND MAINTAIN AN ADEQUATE STANDARD OF LIVING.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF NEW RESIDENTIAL HOMESTEADS AWARDED AS A PERCENTAGE OF PLANNED HOMESTEADS.
2. NUMBER OF LOTS REAWARDED AS A PERCENTAGE OF LOTS SURRENDERED.
3. NUMBER OF RESIDENTIAL LOANS GRANTED AS A PERCENTAGE OF THE NUMBER OF RESIDENTIAL LOANS PLANNED.
4. NUMBER OF DELINQUENT LOANS AS A PERCENTAGE OF THE TOTAL NUMBER OF OUTSTANDING LOANS.
5. NUMBER OF NEW GENERAL LEASES AWARDED AS A PERCENTAGE OF THE NUMBER PLANNED FOR AWARD.
6. NUMBER OF HOMES CONSTRUCTED ON HAWAIIAN HOME LANDS AS A PERCENTAGE OF THE NUMBER PLANNED.
7. NUMBER OF FHA LOANS GRANTED AS A PERCENTAGE OF FHA LOANS PLANNED.
8. NUMBER OF NEW RESIDENTIAL HOMESTEADS AWARDED AS A PERCENTAGE OF THOSE ON WAITING LIST.

TARGET GROUPS:

1. NUMBER OF NEW HOMESTEAD LOTS PLANNED FOR AWARD.
2. NUMBER OF NEW HOMES PLANNED FOR CONSTRUCTION.
3. NUMBER OF RESIDENTIAL LOANS PLANNED.
4. NUMBER OF FHA LOANS PLANNED.
5. NUMBER OF NEW GENERAL LEASES PLANNED FOR AWARD.
6. NUMBER OF APPLICANTS ON RESIDENTIAL WAITING LIST.

PROGRAM ACTIVITIES:

1. NUMBER OF RESIDENTIAL LOANS GRANTED.
2. NUMBER OF FHA LOANS GRANTED.
3. NUMBER OF NEW HOMESTEAD LOTS AWARDED.
4. NUMBER OF LOANS DELINQUENT.
5. NUMBER OF NEW GENERAL LEASES AWARDED.
6. NUMBER OF NEW HOMES CONSTRUCTED.
7. NUMBER OF LOTS REAWARDED.
8. NUMBER OF LOTS SURRENDERED.
9. NUMBER OF OUTSTANDING LOANS.

LEVEL II PROGRAM

06 04

PROGRAM TITLE: OVERALL PROGRAM SUPPT FOR AGING, DISABILITIES & LTC SVCS

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY WITH WHICH THE OBJECTIVES OF THE SOCIAL SERVICES PROGRAM ARE ACHIEVED BY PROVIDING EXECUTIVE DIRECTION, PROGRAM PLANNING AND ANALYSIS, AND OTHER PROGRAM SUPPORT AND ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF RECIPIENT FAIR HEARINGS DECIDED IN FAVOR OF THE DEPARTMENT.
2. PERCENT OF WELFARE APPEALS RESOLVED WITHIN THE SPECIFIED TIMELINESS CRITERIA (DHS).
3. PERCENTAGE OF COMMISSION POLICY RECOMMENDATIONS ADOPTED (CPD).

LEVEL III PROGRAM

06 04 02

HTH 904

PROGRAM TITLE: EXECUTIVE OFFICE ON AGING

OBJECTIVE: TO ENABLE OLDER PERSONS TO LIVE, TO THE GREATEST EXTENT POSSIBLE, HEALTHY, DIGNIFIED AND INDEPENDENT LIVES BY ASSURING AN ACCESSIBLE, RESPONSIVE AND COMPREHENSIVE SYSTEM OF SERVICES THROUGH ADVOCACY, PLANNING, COORDINATION, RESEARCH AND EVALUATION.

MEASURES OF EFFECTIVENESS:

1. OF ALL PERSONS 60 YEARS AND OLDER, PERCENT SERVED.
2. OF ALL REGISTERED CLIENTS, INCLUDING CAREGIVERS, PERCENT MINORITY.
3. OF ALL REGISTERED CLIENTS, INCLUDING CAREGIVERS, PERCENT IN GREATEST ECONOMIC NEED (BELOW 115% POVERTY).
4. OF ALL REGISTERED CLIENTS, INCLUDING CAREGIVERS, PERCENT LOW-INCOME MINORITY (BELOW 115% POVERTY).
5. OF ALL REGISTERED CLIENTS, INCLUDING CAREGIVERS, PERCENT LIVING IN RURAL AREAS.
6. OF ALL REGISTERED CLIENTS, EXCLUDING CAREGIVERS, PERCENT HAVING DIFFICULTY PERFORMING 1 OR MORE ACTIVITIES OF DAILY LIVING (ADLS).
7. OF ALL REGISTERED CLIENTS, EXCLUDING CAREGIVERS, PERCENT HAVING DIFFICULTY PERFORMING 1 OR MORE INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLS).
8. PERCENT OF OMBUDSMAN PROGRAM CASES RESPONDED TO WITHIN 72 HOURS.

TARGET GROUPS:

1. NUMBER OF ADULTS AGE 60 YEARS AND OLDER.
2. NUMBER OF ADULTS AGE 60 YEARS AND OLDER WHO ARE MINORITY.
3. NUMBER OF ADULTS AGE 60 YEARS AND OLDER WHO ARE IN GREATEST ECONOMIC NEED (BELOW 115% POVERTY).
4. NUMBER OF ADULTS AGE 60 YEARS AND OLDER WHO ARE LOW-INCOME MINORITY (BELOW 115%POVERTY).
5. NUMBER OF ADULTS AGE 60 YEARS AND OLDER LIVING IN RURAL AREAS.
6. NUMBER OF PERSONS AGE 60 YEARS AND OLDER WITH 1 OR MORE DISABILITIES.
7. NUMBER OF FAMILY CAREGIVERS OF ADULTS 60 YEARS AND OLDER.
8. NUMBER OF RESIDENTS IN LICENSED LONG-TERM CARE NURSING HOMES, ADULT RESIDENTIAL CARE HOMES AND ASSISTED LIVING FACILITIES.

PROGRAM ACTIVITIES:

1. NUMBER OF PERSON DAYS FOR NEEDS ASSESSMENT, PROGRAM COORDINATION, PLANNING AND ADMINISTRATION OF STATE AND AREA PLANS ON AGING.
2. NUMBER OF PERSONS SERVED BY NUTRITION PROGRAMS.
3. NUMBER OF PERSONS SERVED BY PUBLIC INFORMATION AND EDUCATION SERVICES.
4. NUMBER OF PERSONS SERVED BY ACCESS SERVICES.
5. NUMBER OF PERSONS SERVED BY IN-HOME SERVICES.
6. NUMBER OF PERSONS SERVED BY COMMUNITY-BASED SERVICES.
7. NUMBER OF FAMILY CAREGIVERS SERVED.
8. NUMBER OF ACTIVE CASES IN THE OMBUDSMAN PROGRAM.

LEVEL III PROGRAM

06 04 03

HTH 520

PROGRAM TITLE: DISABILITY AND COMMUNICATION ACCESS BOARD

OBJECTIVE: TO ENSURE THAT PERSONS WITH DISABILITIES ARE PROVIDED EQUAL ACCESS TO PROGRAMS, SERVICES, ACTIVITIES, EMPLOYMENT OPPORTUNITIES AND FACILITIES TO PARTICIPATE FULLY AND INDEPENDENTLY IN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF BOARD PUBLIC POLICY RECOMMENDATIONS ADOPTED.
2. PERCENT OF INCOMING REQUESTS ADEQUATELY RESPONDED TO.
3. PERCENTAGE OF OBJECTIVES IN THE DCAB PLAN OF ACTION COMPLETED.
4. PERCENTAGE OF SIGN LANGUAGE INTERPRETERS TESTED WHO ARE CREDENTIALLED.
5. PERCENTAGE OF DOCUMENT REVIEWS WITHOUT DISCREPANCIES.

TARGET GROUPS:

1. PERSONS WITH DISABILITIES.

PROGRAM ACTIVITIES:

1. NUMBER OF NEWSLETTERS, FACT SHEETS AND BROCHURES DISTRIBUTED.
2. NUMBER OF SIGN LANGUAGE INTERPRETERS TESTED.
3. NUMBER OF INFORMATION/REFERRAL AND TECHNICAL ASSISTANCE REQUESTS RECEIVED.
4. NUMBER OF DISABLED PERSONS PARKING PERMITS ISSUED.
5. NUMBER OF PUBLIC INFORMATION AND EDUCATION TRAINING SESSIONS CONDUCTED.
6. NUMBER OF BLUEPRINT DOCUMENTS REVIEWED.
7. NUMBER OF INTERPRETATIVE OPINIONS AND SITE SPECIFIC ALTERNATE DESIGNS ISSUED.
8. NUMBER OF FEDERAL, STATE AND COUNTY PUBLIC POLICY RECOMMENDATIONS.
9. NUMBER OF COMMUNITY ADVISORY COMMITTEES AS ACTIVE PARTICIPANTS.

LEVEL III PROGRAM

06 04 04

HMS 902

PROGRAM TITLE: GENERAL SUPPORT FOR HEALTH CARE PAYMENTS

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, ADMINISTERING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF APPLICATIONS PROCESSED WITHIN SPECIFIED TIMELINES CRITERIA.
2. PERCENT OF RECIPIENT FAIR HEARINGS HELD THAT ARE DECIDED IN FAVOR OF THE DEPARTMENT.
3. PERCENT OF MEMBER GRIEVANCES AGAINST HEALTH PLANS WHICH ARE RESOLVED PRIOR TO ADJUDICATION BY THE DIVISION.
4. PERCENT OF EMPLOYEE GRIEVANCE DECISIONS IN FAVOR OF THE DIVISION.

TARGET GROUPS:

1. NUMBER OF HEALTH PLANS PARTICIPATING IN THE PROGRAM.
2. NUMBER OF PROVIDERS.
3. NUMBER OF ELIGIBLE MEMBERS WITHIN PROGRAM.
4. NUMBER OF MEDQUEST DIVISION (MQD) PERSONNEL.

PROGRAM ACTIVITIES:

1. NUMBER OF PUBLIC EDUCATIONAL/INFORMATIONAL EVENTS THAT MQD PARTICIPATES IN.
2. NUMBER OF TRAINING SESSIONS CONDUCTED BY THE MQD.
3. NUMBER OF GRIEVANCES BY ELIGIBLE MEMBERS AGAINST HEALTH PLANS.

LEVEL III PROGRAM

06 04 05

HMS 903

PROGRAM TITLE: GENERAL SUPPORT FOR SELF-SUFFICIENCY SERVICES

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY OF THE PROGRAMS AND SERVICES BY FORMULATING POLICIES, ADMINISTERING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE SERVICES THAT ASSIST INDIVIDUALS AND FAMILIES TO EXPAND THEIR CAPACITY FOR SELF-SUFFICIENCY, MAKE HEALTHY CHOICES, AND IMPROVE THEIR QUALITY OF LIFE.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF INDIVIDUALS PARTICIPATING IN A WORK PROGRAM WHO MEET THE FEDERAL WORK PARTICIPATION STANDARD.
2. ACCURACY RATE FOR THE FOOD STAMP PROGRAM (PERCENT).
3. PERCENTAGE OF CONTRACTED SERVICE PROVIDERS WHO MEET THE PERFORMANCE STANDARDS.

TARGET GROUPS:

1. PROJECTED NUMBER OF YOUTHS TO RECEIVE POSITIVE YOUTH DEVELOPMENT SERVICES.
2. PROJECTED NUMBER OF FAMILIES TO RECEIVE FAMILY STRENGTHENING SERVICES.
3. NUMBER OF INDIVIDUALS REQUIRED TO PARTICIPATE IN A WORK PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF CONTRACTS.
2. NUMBER OF YOUTHS WHO RECEIVED POSITIVE YOUTH DEVELOPMENT SERVICES.
3. NUMBER OF FAMILIES WHO RECEIVED FAMILY STRENGTHENING SERVICES.
4. PERCENT OF FOOD STAMP APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
5. PERCENT OF CASH SUPPORT APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
6. NUMBER OF RECIPIENTS WHO PARTICIPATED IN A WORK PROGRAM.

LEVEL III PROGRAM

06 04 06

HMS 904

PROGRAM TITLE: GENERAL ADMINISTRATION (DHS)

OBJECTIVE: TO ENHANCE PROGRAM EFFICIENCY AND EFFECTIVENESS BY FORMULATING OVERALL POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND INFORMATION TECHNOLOGY SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF HRD-1 DECISIONS UPHELD BY THE DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT.
2. PERCENT OF APPEALS RESOLVED WITHIN THE SPECIFIED TIMELINESS CRITERIA.
3. PERCENT OF HMS 904 EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
4. PERCENT OF DHS EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
5. PERCENT OF FEDERAL FUNDS DRAWN DOWN WITHIN SPECIFIED TIMELINESS CRITERIA.
6. PERCENT OF CONTRACT PAYMENTS PAID WITHIN SPECIFIED TIMELINESS CRITERIA.
7. PERCENT OF IT PROJECTS COMPLETED WITHIN SPECIFIED TIMELINESS CRITERIA.

TARGET GROUPS:

1. NUMBER OF PERSONNEL IN DEPARTMENT.
2. NUMBER OF DIVISIONS AND ATTACHED AGENCIES IN DEPARTMENT.

PROGRAM ACTIVITIES:

1. NUMBER OF APPEALS PROCESSED (ANNUALLY).
2. NUMBER OF HRD-1'S PROCESSED (ANNUALLY).
3. NUMBER OF WARRANT VOUCHERS PROCESSED (ANNUALLY).
4. NUMBER OF MANDATED FISCAL FEDERAL REPORTS (ANNUALLY).
5. NUMBER OF FORMAL GRIEVANCES FILED (ANNUALLY).
6. NUMBER OF AUTOMATION INITIATIVES IMPLEMENTED (ANNUALLY).

PROGRAM TITLE: GENERAL SUPPORT FOR SOCIAL SERVICES

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY CONTRACTING FOR SERVICES, PROVIDING QUALITY ASSURANCE, MONITORING PROGRAMS, ADMINISTERING GRANTS AND FEDERAL FUNDS, PROVIDING TRAINING AND INFORMATION SYSTEMS SUPPORT, AND PROVIDING OTHER ADMINISTRATIVE AND HOUSEKEEPING SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
2. PERCENT OF FAIR HEARINGS THAT ARE DECIDED IN FAVOR OF THE DIVISION.
3. PERCENT OF NEW EMPLOYEES COMPLETING THE DIVISION'S INTRODUCTORY LEVEL COMPUTER SYSTEM AND PROGRAM SKILLS COURSES.
4. PERCENT OF ELIGIBLE EMPLOYEES COMPLETING TRAINING IN PROGRAM SPECIFIC SKILLS BEYOND THE BASIC/INTRODUCTORY LEVEL.
5. PERCENT OF REQUESTS FOR DIVISION LEVEL PLANS MET.
6. PERCENT OF FEDERAL COMPLIANCE REVIEWS WITH NO SIGNIFICANT NEGATIVE FINDINGS.
7. PERCENT OF SOCIAL SERVICES CONTRACTS MONITORED.
8. PERCENT OF MEDICAID WAIVER CONTRACTS MONITORED.
9. PERCENT OF MEDICAID WAIVER CLAIMS POST-AUDITED.

TARGET GROUPS:

1. PERSONNEL IN DIVISION.
2. CONTRACTED SOCIAL SERVICES PROVIDERS OF SERVICE.
3. CONTRACTED WAIVER PROVIDERS OF SERVICE.

PROGRAM ACTIVITIES:

1. NUMBER OF EMPLOYEE GRIEVANCES FILED DURING THE YEAR.
2. NUMBER OF DIVISION FAIR HEARING DECISIONS DURING THE YEAR.
3. NUMBER OF NEW DIVISION EMPLOYEES TRAINED DURING THE YEAR.
4. NUMBER OF DIVISION EMPLOYEES TRAINED IN PROGRAM SPECIFIC SKILLS BEYOND THE BASIC/INTRODUCTORY LEVEL DURING THE YEAR.
5. NUMBER OF DIVISION LEVEL PLANS WRITTEN DURING THE YEAR.
6. NUMBER OF FEDERAL COMPLIANCE REVIEWS DURING THE YEAR.
7. NUMBER OF SOCIAL SERVICES CONTRACTS MONITORED DURING THE YEAR.
8. NUMBER OF MEDICAID WAIVER CONTRACTS MONITORED DURING THE YEAR.
9. NUMBER OF MEDICAID WAIVER CLAIMS POST-AUDITED DURING THE YEAR.